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*To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.*



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April 26, 2012

To: Interested Parties

From: Albert Zesati  
Contract and Grants Division

**SUBJECT: ADDENDUM NO. 2  
RFSQ - SUPPORTIVE HOUSING SERVICES  
QUESTIONS & ANSWERS**

The following questions have been received in regards to the above referenced Request for Statement of Qualifications. The questions and corresponding answers are being issued as Addendum No. 2.

**Question 1:** Regarding Target Population: There was no mention in the RFSQ of where the client referrals come from. Can you please describe who the clients are to be targeted in this RFSQ? Will they be existing DHS clients? And/or those referred by homeless service agencies, or both? If they are medi-cal recipients already, would they qualify for these services? Is this RFSQ targeting the non-medi-cal population only?

**Answer 1:** All client referrals will come from the Los Angeles County Department of Health Services (DHS). Clients will be DHS patients who are homeless and who have a chronic illness or physical disability or are a high utilizer of DHS services. Clients meeting these criteria will be identified by DHS and may also be referred to DHS by other entities. Clients with and without Medi-Cal can be served under this RFSQ. More specific information on the target population for each supportive housing project will be included in the Work Order Solicitation to be issued for the project(s) which will include a Statement of Work describing in detail the particular project and the work required for the performance thereof.

**Question 2:** The email states that DHS is looking for agencies to "provide Intensive Case Management Services (ICMS) and Property Related Tenant Services (PRTS) for Supportive Housing Projects." Does this mean that you are looking for agencies that will provide ICMS and PRTS to DHS clients who temporarily live both on Good Shepherd's properties as well as individuals living elsewhere?

**Answer 2:** DHS is currently in the process of developing housing options for specific projects. More specific information on the location of each supportive housing project will be included in the Work Order Solicitation to be issued for the project which will include a Statement of Work describing in detail the particular project and the work required for the performance thereof.

**Question 3:** RFSQ Section 1.1.1 states that the project will serve “DHS patients who are homeless, who have a chronic illness or physical disability or are a high utilizer of DHS services ....” I am writing to confirm that the target population is “homeless” and is not limited to “chronically homeless.”

**Answer 3:** All client referrals will come from DHS. Clients will be DHS patients who are homeless and who have a chronic illness or physical disability or are a high utilizer of DHS services. Clients meeting these criteria will be identified by DHS and may also be referred to DHS by other entities. DHS anticipates serving clients who are homeless and clients who are chronically homeless. The specific target population for each DHS supportive housing project may vary by project. More specific information on the target population for each DHS supportive housing project will be included in the Work Order Solicitation to be issued for the project(s) which will include a Statement of Work describing in detail the particular project and the work required for the performance thereof.

**Question 4:** Section 1.1.1 also states that “DHS is implementing Supportive Housing Projects....” Does this mean that DHS will be responsible for identifying project participants? Or, for ICMS, will a contractor be required to recruit, engage and enroll all prospective tenants? If so, will a contractor be expected to meet a certain number of persons enrolled?

**Answer 4:** All client referrals will come from DHS. Depending on the DHS supportive housing project, the ICMS contractor may be required to recruit, engage and enroll prospective tenants who meet the above criteria. Specific information for each DHS supportive housing project will be included in the Work Order Solicitation to be issued for the project(s) which will include a Statement of Work describing in detail the particular project and the work required for the performance thereof.

**Question 5:** Is there a bidder’s conference?

**Answer 5:** There is not a Vendors Conference for the RFSQ for Supportive Housing Services. Master Agreements will be offered to all agencies that submit an application in response to the RFSQ and are determined to be qualified. Upon the execution of Master Agreements, the agencies will become County Contractors, and thereafter solicited under competitive conditions to provide as needed ICMS and/or PRTS under Work Order Solicitations to be issued by the County. Work Order Solicitations will include a Statement of Work which shall describe in detail the particular project and the work required for the performance thereof. DHS anticipates scheduling a Vendors Conference when a Work Order Solicitation is released for a particular project.

**Question 6:** The Application states it must be bound. Is there a preference (heat, hole punch binder, or spiral)?

**Answer 6:** No preference.

**Question 7:** If we are not writing for PRTS, does the Required Forms for Exhibit 11 (Certification of Compliance with the County's Defaulted Property Tax Reduction Program), does it have to be completed, or is it allowed to write "Not Applicable." (pg. 58).

**Answer 7:** Certification of Compliance with the County's Defaulted Property Tax Reduction Program (Exhibit 11) must be completed by all prospective contractors regardless of the service they are providing.

**Question 8:** Are we to complete the "Transmittal Form to Request RFSQ Solicitation Requirements Review, Appendix B"? (pg. 62).

**Answer 8:** The Transmittal Form to Request a RFSQ Solicitation Requirements Review is only to be completed by vendors asserting that they are being unfairly disadvantaged. However, the due date to submit the form was April 19, 2012.

**Question 9:** Is "Appendix H" to be kept with the Agency until funding is approved or is it to be completed and submitted with the Application Package?

**Answer 9:** The agency may keep Appendix H. Once the Agency becomes a qualified County Contractor, the Department of Health Services will send a Master Agreement to the Agency to be executed.

**Question 10:** Our agency will be the lead and provide ICMS. If our agency intends to subcontract to meet the minimum requirements in order to provide PRTS, which exhibits must the subcontractor complete for inclusion in the submission?

**Answer 10:** The submitting agency must meet the minimum requirement set forth in either 1.4.1 or 1.4.2 or both solely on the basis of the submitting agency's experience. Therefore, a subcontractor's experience is not appropriate to qualify as the submitting agency.

**Question 11:** Can an agency submit one SOQ to provide ICMS only and submit a second SOQ to provide both ICMS and PRTS?

**Answer 11:** If an agency is submitting an SOQ for both ICMS and PRTS, only a single SOQ needs to be submitted. Please ensure that both Exhibits 6 & 7 of the Required Forms in Appendix A are included.

**Question 12:** In regards to the Medical Health Screening, there are several forms online. Is there a specific form which Contractors have to use? What is the date by which the screenings have to be completed?

**Answer 12:** The Medical Health Screenings shall be completed after a Work Order has been awarded but before commencing services. Contractors at that time, shall use the E2 form (Non-DHS/Non-County Workforce Member Health Clearance Certification). It may be downloaded at [http://cg.dhs.lacounty.gov/EHS\\_Forms/EHSBLANKFORM.htm](http://cg.dhs.lacounty.gov/EHS_Forms/EHSBLANKFORM.htm), then click on "5. Non-County - For use by contractor staff, students, vendors, and affiliate schools who are NOT County employees."

**Question 13:** Is there somewhere besides the RFSQ to get the Required Forms? The ones that are attached to the RFSQ cannot be filled out electronically. The forms do not allow for direct entry. How should we handle this in regards to the required forms?

**Answer 13:** Addendum No. 1, which is accessible in the DHS Contracts and Grants Portal at <http://cg.dhs.lacounty.gov>, includes Exhibits 1-13 of the Required Forms in Appendix A that may be filled out electronically.

**Question 14:** In Appendix A – Required forms, Exhibits 6 and 7, there is a question about program start and end date. Should this be for the initial five years of the proposed master agreement? Is it up to the agency to determine?

**Answer 14:** The “Project Dates (Start and End Date):” on Required Forms, Exhibits 6 and 7, shall reflect the Agency’s past or present project start/end dates in order to demonstrate that the Agency has at least three (3) years of experience in the last ten (10) years providing ICMS and/or PRTS.

**Question 15:** Are there a maximum length, font size or type that are required in Appendix A – Required Forms, Exhibits 6 and 7 when discussing in detail the scope of work of the proposed projects?

**Answer 15:** No preference.

**Question 16:** I understand this is the same RFSQ in the United Way release. Is this RFSQ specific to the properties only in the Neighborhood Stabilization Program? If so we won’t apply. However, if this is a general RFSQ in order to get on the list for all future supportive housing services (i.e. possible vouchers and service dollars for high utilizers), then we will apply.

**Answer 16:** On March 14, 2012, the United Way of Greater Los Angeles announced the release of the Home for Good Funders Collaborative Spring 2012 Request for Proposals which included a link to the DHS RFSQ for Supportive Housing Services. The DHS RFSQ for Supportive Housing Services seeks qualified agencies to enter into Master Agreements with the County for ICMS and/or PRTS for DHS supportive housing projects that serve clients identified and referred by DHS. DHS is currently in the process of developing housing options for specific projects. The need for ICMS and/or PRTS will vary by project. Specific information for each DHS supportive housing project will be included in the Work Order Solicitation to be issued for the project which will include a Statement of Work describing in detail the particular project and the work required for the performance thereof. Agencies that enter into a Master Agreement with the County will be eligible to bid on future projects when Work Order Solicitations for specific projects are released.

**Question 17:** Regarding the Background and Security investigations provision contained in Appendix H, Master Agreement, sub-paragraph 7.5, will the County please give details on what will constitute a “pass” for background clearance investigations, and whether there will be different thresholds for different positions?

**Answer 17:** The County will require all contract employees to submit to background and security investigations. The County will determine security thresholds on a case by case basis based upon service needs and corresponding risk assessments.

**Question 18:** To submit a completed proposal in response to the RFSQ for the following: LA County DHS Request for Statement of Qualifications for Supportive Housing Services – did you have to provide a letter of intent by 4/19? Can you please let us know the answer to this question as soon as possible so that we should determine whether we should go forward with our application?

**Answer 18:** A letter of intent is not required.

**Question 19:** For the RFSQ for Permanent Supportive Housing Services, what criteria will be used to determine tenants for the projects? Will these tenants all be chosen by DHS or will the Contractor be part of the selection process?

**Answer 19:** See response to Question 4.

**Question 20:** Section 2.8 states “The original SOQ and 3 numbered copies shall be in a sealed envelope, plainly marked in the upper left hand corner with the name of and address of the Vendor and bear the words: “SOQ FOR SUPPORTIVE HOUSING SERVICES.” Our question is as follows: Are you asking us for only the envelope to be marked on the upper left hand corner or each copy and the original.

**Answer 20:** Only the envelope has to be marked on the upper left hand corner.